

<http://www.smartcitytelecom.com/residential/residential-voice>

general information

Customer Service

Correspondence Mailing Address:
Smart City Telecom
PO Box 22555
Lake Buena Vista, FL 32830-2555

Lifeline Assistance

Qualified residential telephone subscribers are eligible for the Lifeline Assistance Program. This program provides discounts on basic telephone services. This program offers assistance on one (1) telephone line per household at the customer's principal residence. Customers receiving benefits from any of the following programs may qualify for these savings:

- Supplemental Security Income (SSI)
- Medicaid
- Low-Income Home Energy Assistance (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Food Stamps
- Temporary Assistance to needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP)
- Bureau of Indian Affairs programs
- National School Lunch (NSL) Program (free meals program only)
- Household Income no more than 150% of the U.S. Poverty Guidelines

If you have any questions about program eligibility or would like to sign up for Lifeline Assistance, please contact our Customer Care Team at 407-828-6700 or service@smartcity.com.

Qualified residential subscribers will receive a maximum Lifeline credit of \$9.25 per month on their local telephone bill. Contact a Smart City Telecom Account Representative for more details.

Línea Vital

El programa de la Línea Vital está disponible a suscriptores residenciales que reúnan los requisitos necesarios. Este programa está diseñado para asegurar el servicio telefónico básico. El Programa ofrece asistencia para una línea telefónica, por residencia, en la residencia principal del cliente. Consumidores que estén recibiendo asistencia de cualquiera de los siguientes programas podrían calificar para este beneficio:

- Seguridad de Ingresos Suplementarios (SSI)
- Medicaid
- Asistencia de Energía Para Hogares de Bajos Ingresos (LIHEAP)
- Asistencia Federal para Viviendas Publicas (Sección 8)
- Cupones de Alimentos
- Asistencia Temporal para Familias Necesitadas (TANF)
- Programa de Nutrición Suplementaria (SNAP)
- Programas Patrocinados por Gobiernos Indígenas
- Programa De Almuerzo Escolar Gratis de el Programa nacional De Almuerzo Escolar (NSL)
- Ingreso Familiar no mas del 150% de las guías federales para nivel de pobreza

Si tiene alguna pregunta sobre la elegibilidad para participar en estos programas, o si desea solicitar los mismos, favor de comunicarse con nuestro Departamento de Servicio al Cliente al 407-828-6700 o por correo electrónico a service@smartcity.com.

Florida Local Advocacy Council

Protecting and advocating for a better quality of life for Floridians with unique needs 1-800-342-0825



Information correct as of September 2014

Celebration and Lake Buena Vista

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GENERAL EXCHANGE TARIFF

SMART CITY TELECOMMUNICATIONS LLC
D/B/A SMART CITY TELECOM

SECTION A3
6th Revised Sheet 1
Canceling 5th Revised Sheet 1

ISSUED: January 24, 2007
BY: JAMES T. SCHUMACHER-
VICE PRESIDENT

EFFECTIVE: February 23, 2007

BASIC LOCAL EXCHANGE SERVICE

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GENERAL EXCHANGE TARIFFSMART CITY TELECOMMUNICATIONS LLC
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BASIC LOCAL EXCHANGE SERVICE

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BY: JAMES T. SCHUMACHER-
VICE PRESIDENT

EFFECTIVE: June 1, 2013

BASIC LOCAL EXCHANGE SERVICE**A. GENERAL**

1. Touch-tone calling service is provided within the Lake Buena Vista and Celebration Exchanges for the origination of telephone calls. The Company is designed for the use of electronic equipment and touch-tone service. The Lake Buena Vista and Celebration Exchanges will only offer or connect with equipment which provides for 100% touch-tone calling. Only electronic switching equipment is contemplated in order to provide service of the latest technology to the telephone using public of the Lake Buena Vista and Celebration Exchanges.
2. The Exchange Service Areas for the Lake Buena Vista and Celebration Exchanges as appropriate are identified on maps filed as a supplement to this Tariff.
3. The rules, regulations and rates for service and facilities not specifically shown in this section are detailed in other sections of this Tariff.

B. MONTHLY EXCHANGE RATES**1. Lake Buena Vista Exchange****a. Local Calling Area**

The rates specified herein, payable monthly in advance, entitle subscribers to an unlimited number of local telephone messages to all stations bearing the serving exchange of Lake Buena Vista and additional exchanges or portions of the exchanges of Apopka, Celebration, Clermont, East Orange, Montverde, Orlando, Reedy Creek, Windermere, Winter Garden and Winter Park. Appropriate service connection and Installation charges will also apply.

b. Residence and Business Main Service Rates

For the classes of service here indicated where facilities are available, the following rates apply:

	Monthly Rate	Access Line Connection Charge	
1. Residence Main Flat-Rate Service	\$ 14.00	\$10.21	(I)
2. Business Main Flat-Rate Service	\$ 18.03	\$10.21	

GENERAL EXCHANGE TARIFF

SMART CITY TELECOMMUNICATIONS LLC
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BASIC LOCAL EXCHANGE SERVICE

B. MONTHLY EXCHANGE RATES (cont'd)

1. Lake Buena Vista Exchange

b. Residence and Business Main Service Rates (cont'd)

	<u>Monthly</u> <u>Rate</u>	<u>Access Line</u> <u>Connection</u> <u>Charge</u>	
3. PBX Trunk Flat-Rate Service (inward, outward, two way, per trunk)	\$32.00	\$50.50	(I)
4. Key Main Flat-Rate Service	\$32.00	\$33.70	(I)
5. Message Rate Plan			

Order No. 24595 in Docket No. 891239-TL establishes a per call message rate plan for exchanges with rate centers within a 1-10 mileage band of each other. Each call between the Lake Buena Vista-West Kissimmee exchanges will be charged a flat rate of \$.26 per call of unlimited duration. Such calls will be dialed as ten (10) digit local calls.

The message rate plan includes calls dialed or placed through an operator from all individual access lines and PBX trunks, and customer-owned and Company pay telephones. Operator assisted local call charges will be applicable to plan calls placed through an operator.

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BASIC LOCAL EXCHANGE SERVICE**B. MONTHLY EXCHANGE RATES (cont'd)****2. Celebration Exchange****a. Local Calling Area**

The rates specified herein, payable monthly in advance, entitle subscribers to an unlimited number of local telephone messages to all stations bearing the serving exchange of Celebration and additional exchanges or portions of the exchanges of Apopka, Clermont, East Orange, Kissimmee, Lake Buena Vista, Montverde, Orlando, Reedy Creek, St. Cloud, West Kissimmee, Windermere, Winter Garden and Winter Park. Appropriate service connection and installation charges will also apply.

b. Residence and Business Main Service Rates

For the classes of service here indicated where facilities are available, the following rates apply:

	<u>Monthly Rate</u>	<u>Access Line Connection Charge</u>	
1. Residence Main Flat-Rate Service	\$14.00	\$10.21	(I)
2. Business Main Flat-Rate Service	\$25.56	\$10.21	
3. PBX Trunk Flat-Rate Service (inward, outward, two-way per trunk)	\$52.00	\$50.50	
4. Key Main Flat-Rate Service	\$28.00	\$33.80	

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BASIC LOCAL EXCHANGE SERVICE**3. Bundled Local Services Package - Residential****a. General**

- (1) Company's Residential Bundled Local Services Package is an optional residential service enrollment plan that permits customers to receive residential local exchange service and certain local non-basic services and features otherwise individually available in this Tariff, for each residential local exchange service line provided, for a flat monthly rate, regardless of the exchange in which the customer is located.
- (2) Customer subscription in the Residential Bundled Local Services Package includes required and automatic subscription in Company's Smart City Residential Unlimited Minutes bundled long distance services calling package at the terms, conditions, and additional rates and charges specified in Section 3.4.5 of Company's Florida Telecommunications Tariff for that service. (T)
- (3) Residential Bundled Local Services Package customers may also subscribe to Company's voice mail service at a special bundled package services rate.
- (4) Company's Residential Bundled Local Services Package consists of:
 - (a) Flat Rate Residential Local Exchange Service, which includes unlimited calling to all access lines within the serving exchange, the additional exchanges in the associated Extended Area Service ("EAS") or Local Calling Area identified in Section A3.B. of this Tariff, and the additional exchanges in the Extended Calling Services ("ECS") categories specified in Section A3.F. of this Tariff; and
 - (b) Unlimited use by the customer of the following custom calling services and features described in Section A13 of the Tariff:
 - (1) Call Forwarding
 - (2) Call Waiting
 - (3) Caller ID Deluxe
 - (4) Call Waiting Display
 - (5) 3 Way Calling
 - (6) Call Return

GENERAL EXCHANGE TARIFF

SMART CITY TELECOMMUNICATIONS LLC
D/B/A SMART CITY TELECOM

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BASIC LOCAL EXCHANGE SERVICE

3. Bundled Local Services Package – Residential (cont'd)

a. General (cont'd)

(4) (cont'd)

- (c) Automatic subscription in Company's Smart City Residential Unlimited Minutes bundled long distance services calling package at the terms, conditions, and additional rates specified in Section 3.4.5 of Company's Florida Telecommunications Tariff for that service.

(T)
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(T)

b. Regulations

- (1) Residential Bundled Local Services Package is not available to those residential customers whose home phone line is classified as a "commercial", "business", "public" or "semi-public" line. Subscriber's phone line must not be in housing associated with educational institutions, and subscribers may not use this service for commercial use or for connection to the Internet, for other data services (including facsimile transmissions), or for any other use that does not involve a person to person conversation or voice message. If Company determines the service is not being used for individual residential service, or in any other way violates the restrictions of their service, Company may withdraw the subscriber's eligibility for this service and/or suspend or terminate the subscriber's service.
- (2) Residential Bundled Local Services Package customers may terminate their enrollment in this package at any time upon notice to the Company with termination being effective on the last day of the then existing month.
- (3) Unless terminated by the customer or the Company, a customer will remain Enrolled in the Residential Bundled Local Services Package, as it may be amended from time to time, with any applicable changes in rate, for as long as the package continues to be offered by the Company.
- (4) Service Charges, as described in Section A4 of this Tariff, apply to requests for new and additional package lines, and moves of existing lines. Service Charges will not apply when this package replaces or is a conversion from existing local exchange services.

GENERAL EXCHANGE TARIFF

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BASIC LOCAL EXCHANGE SERVICE

3. Bundled Local Services Package – Residential (cont'd)

b. Regulations (cont'd)

- (5) All rules, regulations, and limitation specified in other sections of this Tariff apply to the respective services and/or features included as part of this service.
- (6) Residential Bundled Local Services Package customers are not eligible for promotion offerings associated with the individual services included in the package, unless specifically provided for in a promotional offering.
- (7) Prices of the individual services in the Residential Bundled Local Services Package may be higher or lower than the packaged offering.

c. Rates and Charges

	<u>Monthly Rate</u>	(T)
(1) Residential Bundled Local Services Package, per residential local exchange line (excludes Smart City Residential Unlimited Minutes bundled long distance calling service)	\$18.85	(T) (R)

GENERAL EXCHANGE TARIFF

SMART CITY TELECOMMUNICATIONS LLC
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BASIC LOCAL EXCHANGE SERVICE

B. MONTHLY EXCHANGE RATES (cont'd)

(D)

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C. DIRECTORY ASSISTANCE SERVICE

1. General

- a. The Telephone Company furnishes Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers.
- b. The rates set forth following apply when subscribers of the Telephone Company request assistance in determining and obtaining telephone numbers of other subscribers or persons (1) who are located in the same local calling area; or (2) who are not located in the same local calling area or Home Numbering Plan Area (HNPA) as the requesting subscriber's serving exchange.
- c. There will be no charge for local calling area Directory Assistance Service calls received from customers with a physical or mental impairment rendering them unable to use the telephone directory.

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BASIC LOCAL EXCHANGE SERVICE**C. DIRECTORY ASSISTANCE SERVICE (cont'd)****1. General (cont'd)**

- d. Calls to Long Distance Directory Assistance are charged for at the appropriate rate.

2. Rates**(a) Local Calling Area**

- (1) A charge of \$.35 is applicable for each call to Directory Assistance Service made by a subscriber, except as noted above and pursuant to the following conditions. (I)
- (2) A subscriber is allowed three (3) Directory Assistance Service calls per billing period per access line or PBX trunk without charge. Any Directory Assistance Service calls made by a subscriber beyond the three (3) call allowance will be charged at the \$.35 rate. (I)
- (3) A maximum of two (2) telephone numbers may be requested on each Directory Assistance Service call.

(b) Outside the Local/Home Numbering Plan Area

- (1) A charge of \$.90 is applicable for each call to Directory Assistance Service. (I)
- (2) A maximum of two (2) telephone numbers may be requested on each call.

(c) For PATS Providers

- (1) A charge of \$.40 is applicable for each call to Directory Assistance Service. (I)

GENERAL EXCHANGE TARIFF

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BASIC LOCAL EXCHANGE SERVICE

D. OPERATOR ASSISTED LOCAL CALLS

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1. All types of local exchange service have local calling areas as specified in A3.B. of this Tariff which are the areas that can be called on a flat-rate basis (no charge for individual calls), on a local coin call rate basis, or on a measured or message rate basis. (T)
2. Local dial calls must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable. Otherwise, operator assistance charges will apply to the call, in addition to the local dial rate. (T)
(T)
3. The following service charges apply in addition to the local dial rate applicable for operator assisted local calls from Company-owned coin telephones. The service charges are also applicable to operator assisted local calls from customer-owned pay telephones.
 - a. Station-to-station customer dialed calling card (credit card) local call \$.75
 - b. Station-to-station operator assisted sent-paid, collect, third number, and non-customer dialed credit card calls \$1.00
 - c. Person-to-person operator assisted local call \$2.50
4. In addition to the service charge, all local coin calls utilizing operator handling services will be at the local coin rate. (M)(C)

GENERAL EXCHANGE TARIFF

SMART CITY TELECOMMUNICATIONS LLC
D/B/A SMART CITY TELECOM

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BASIC LOCAL EXCHANGE SERVICE

D. OPERATOR ASSISTED CALLS (cont'd)

5. The following Operator Assisted Local Calls are exempted from the service charge:

- a. Calls to designated Company numbers for official telephone business.
- b. Emergency calls to recognized authorized civil agencies.
- c. Those cases where a Company operator provides assistance to:
 - (1) Re-establish a call which has been interrupted after the called number has been reached.
 - (2) Reach the called telephone number where facility problems prevent customer dial completion.
 - (3) Place a non-coin, sent paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

E. LOCAL EXCHANGE EXCEPTIONS

1. Lifeline Assistance

a. General

- (1) Lifeline Assistance is a program sponsored by the FCC which provides reduction, in the form of a certain credit, in the price of basic local residential exchange access line service to qualifying low-income subscribers. The Lifeline Assistance Program provides for a federal credit of \$9.25 per month (the current FCC authorized rate) to qualified subscribers.

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GENERAL EXCHANGE TARIFF

SMART CITY TELECOMMUNICATIONS LLC
D/B/A SMART CITY TELECOM

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BASIC LOCAL EXCHANGE SERVICE

E. LOCAL EXCHANGE EXCEPTIONS (cont'd)

1. Lifeline Assistance (cont'd)

b. General (cont'd)

- (2) The federal credit is applied to the local service bills for qualified residential recipients of public assistance who apply for the credit and authorize agency verification of their participation in, and/or authorize verification that a member of the residential recipient's household participates in at least one of the following programs: (C)
(C)

Supplemental Security Income (SSI), Food Stamps, Medicaid, Federal Public Housing Assistance or Section 8, Low-Income Home Energy Assistance Program (LIHEAP), Temporary Assistance to Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), and National School Lunch (NSL) Program (free meals program only).

- (3) Additionally, subscribers not receiving benefits under one of the preceding programs, and whose total gross annual income does not exceed 150% of the Federal poverty guidelines, meet the requirements of a state established means test may apply directly to the Office of Public Counsel (OPC) for eligibility certification.

GENERAL EXCHANGE TARIFF

SMART CITY TELECOMMUNICATIONS LLC
D/B/A SMART CITY TELECOM

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BASIC LOCAL EXCHANGE SERVICE

E. LOCAL EXCHANGE EXCEPTIONS (cont'd)

2. Applications and Regulations

Guidelines for implementation of this Program are as follows:

(a) Certification Procedures

All applications for Lifeline Assistance are subject to verification with the state agency responsible for administration of the qualifying program.

(b) Processing Procedures

The Company will process all applications and apply the appropriate credit on the subscriber's monthly bill.

(3) Verification Procedures

The Company will reconcile and confirm eligibility periodically, at a minimum semiannually, by providing the agency with a computer tape (directly or through a third party) of all credit recipients. A verification of eligible recipients will be made. The credit will be discontinued on the bill following written notification to the subscriber of ineligibility.

(4) Lifeline Assistance is available for one telephone line per residence, at the subscriber's principle place of residence.

(5) Toll blocking service is available to Lifeline Assistance subscriber's at no charge.

(6) Lifeline Assistance may not be disconnected for non-payment of toll charges however, toll service may be disconnected for non-payment of toll charges.

(T)

(7) Deposit requirements do not apply to Lifeline Assistance subscribers if toll blocking is employed.

(8) The Company shall provide Lifeline Assistance to eligible subscribers who have been previously disconnected for nonpayment of their telephone bills, provided that those customers also subscribe to toll blocking service.

(N)
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(N)

GENERAL EXCHANGE TARIFF

SMART CITY TELECOMMUNICATIONS LLC
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BASIC LOCAL EXCHANGE SERVICE

E. LOCAL EXCHANGE EXCEPTIONS (cont'd)

(N)
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1. Lifeline Assistance (cont'd)

b. Applications and Regulations (cont'd)

Guidelines for implementation of this program are as follows: (cont'd)

- (9) The Company will not refuse to connect, reconnect, or provide Lifeline Assistance to an eligible subscriber because of unpaid toll charges or local charges other than those for basic local service. However, a Lifeline Assistance subscriber who has been disconnected for non-payment under a prior payment arrangement for paying past due bills, may be required by the Company to satisfy those arrangements prior to reconnection of service.
- (10) The Company may require an eligible Lifeline Assistance subscriber to establish payment arrangements for outstanding debt associated with basic local service and associated taxes and fees, said payment arrangements to be made for a period of not less than four (4) months.
- (11) The Company will not require payment arrangements to be made by an eligible Lifeline Assistance subscriber on other unpaid amounts as a condition of receiving basic local service. However, the Company is not precluded from collecting other portions of the outstanding debt from Lifeline Assistance subscribers by using any other methods as are customary for the Company for collection of outstanding debt from non-Lifeline Assistance subscribers.
- (12) Any payment made by Lifeline Assistance subscribers on past-due amounts will first be credited to unpaid basic local service charges.
- (13) If a Lifeline Assistance subscriber fails to pay charges for basic local service, the subscriber's Lifeline Assistance service may be disconnected by the Company. The subscriber will then be treated in the same manner as any other existing Lifeline Assistance subscriber with regard to reconnection after a disconnect for nonpayment.
- (14) The Company may decline to provide other local services, including but not limited to, ancillary services, if a Lifeline Assistance subscriber has outstanding debt for local service. Such other local services may not be declined for non-payment of toll services. (N)

GENERAL EXCHANGE TARIFF

SMART CITY TELECOMMUNICATIONS LLC
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BASIC LOCAL EXCHANGE SERVICE

E. LOCAL EXCHANGE EXCEPTIONS (cont'd)

1. Lifeline Assistance (cont'd)

b. Applications and Regulations (cont'd)

Guidelines for implementation of this program are as follows (cont'd)

- (15) The Company may require toll blocking if a Lifeline Assistance subscriber has prior unpaid toll charges.
- (16) For Lifeline Assistance subscribers subject to mandatory toll blocking as a result of unpaid toll charges, the Company may require payment of all unpaid toll charges and an adequate deposit prior to the removal of toll blocking.
- (17) One (1) Lifeline discount is allowed per household. The FCC defines "household" as any individual or group living together at the same address as one (1) economic unit.

(N)
(N)

GENERAL EXCHANGE TARIFF

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BASIC LOCAL EXCHANGE SERVICE

E. LOCAL EXCHANGE EXCEPTIONS (cont'd)

1. Lifeline Assistance (cont'd)

c. Rates and Charges

- (1) A total monthly credit in the amount of \$9.25 will apply to the eligible Lifeline Assistance subscriber's monthly local service bill as follows:

	Monthly Credit
Federal Credit to Residential Access Line	\$9.25
Total Credit	\$9.25

(C)

(C)

- (2) For those existing customers who qualify for, and wish to change to, the Florida Lifeline Assistance Program, no service charges shall apply.
- (3) All recurring and nonrecurring charges for any service ordered by the subscriber shall be billed at the tariffed rates.
- (4) When a customer is no longer eligible for Lifeline Assistance, the Lifeline Assistance credit amount specified in (1) preceding, will be discontinued. Thereafter, transitional and regular tariffed rates and charges as applicable will apply.

2. Transitional Lifeline Assistance

a. General

- (1) Transitional Lifeline Assistance is a state program which provides for discounted residential basic local telecommunications service at seventy percent (70%) of the residential local telecommunications service rate for any Lifeline Assistance subscriber who no longer qualifies for Lifeline Assistance.

b. Regulations

- (1) A Lifeline Assistance subscriber who requests Transitional Lifeline Assistance shall receive the discounted rate for a period of one (1) year after the date the subscriber ceases to be qualified for the Lifeline Assistance Program.

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BASIC LOCAL EXCHANGE SERVICE**F. EXTENDED CALLING SERVICE (ECS)****1. General**

- a. Except as otherwise provided in Section A3.B.3.a.(4)(a) of this Tariff, Extended Calling Service (ECS) provides per message and usage based charges and billing for customer dialed or operator assisted calls to selected Extended Calling Service (ECS) exchanges located outside of a customer's normal flat rate service local Equal Access Calling (EAS) area, from the Telephone Company exchanges specified in Section F.2. below. (T)
- b. Extended Calling Service (ECS) is provided by the Telephone Company between the Telephone Company exchanges and the Extended Calling Service (ECS) exchanges specified in Section F.2. below, subject to the availability of facilities and billing capabilities.
- c. Extended Calling Service (ECS) will apply to all Business and Residence access lines, PBX trunks, Key main access lines, Foreign Exchange (FX) Service, Remote Call Forwarding lines, access lines provided in connection with Digital Centrex Service, access lines provided in connection with Shared Tenant Service (STS), access lines provided in connection with Switched 56 KBPS Service; access lines provided in connection with Integrated Services Digital Network (ISDN); and access lines provided in connection with Pay Telephone Service (PATS), within the Telephone Company exchanges where the respective service is available.
- d. Calls made between Extended Calling Service (ECS) route exchanges will be considered local calls.
- e. Extended Calling Service (ECS) calls should be dialed as local calls where the involved Telephone Company exchange and the Extended Calling Service (ECS) exchange are in the same Numbering Plan Area (NPA) or area code. Where the Telephone Company exchange and the Extended Calling Service (ECS) exchange are located in different NPA's or area codes, such calls should be dialed as ten digit local calls due to NXX code conflicts.
- f. Except as otherwise provided in Section A3.B.3.a.(4)(a) of this Tariff, the charges for Extended Calling Service (ECS) usage shall be those shown in F.3. below. (T)

GENERAL EXCHANGE TARIFFSMART CITY TELECOMMUNICATIONS LLC
D/B/A SMART CITY TELECOMSECTION A3
1st Revised Sheet 9
Canceling Original Sheet 9ISSUED: February 28, 2003
BY: JAMES T. SCHUMACHER-
VICE PRESIDENT

EFFECTIVE: April 1, 2003

BASIC LOCAL EXCHANGE SERVICE**F. EXTENDED CALLING SERVICE (ECS) (cont'd)****2. Extended Calling Service (ECS) Exchanges**

- a. Listed below are the Extended Calling Service (ECS) exchanges associated with each Telephone Company exchange:

<u>Telephone Company Exchanges</u>	<u>Extended Calling Service (ECS) Exchanges</u>
Celebration	Haines City Haines City (Poinciana)
Lake Buena Vista	Haines City Haines City (Poinciana)

3. Usage Charges

- a. Station-to-Station rates for calls to the Extended Calling Service (ECS) exchanges.

1. Residential - per message charge, unlimited duration	\$.26	(1)
2. Business - per minute of use charge,		
Initial Minute of Use or Fraction Thereof	\$.10	
Additional Minute of Use, Each or Fraction Thereof	\$.06	

- b. For Operator Assisted Local Calls, the appropriate operator service charges in Section A3.D.3. of this Tariff are applicable in addition to the Station-to-Station usage charges above.

GENERAL EXCHANGE TARIFF

SMART CITY TELECOMMUNICATIONS LLC
D/B/A SMART CITY TELECOM

SECTION A3
Original Sheet 10

ISSUED: July 1, 2002
BY: JAMES T. SCHUMACHER-
VICE PRESIDENT

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BASIC LOCAL EXCHANGE SERVICE

G. VERIFICATION AND EMERGENCY INTERRUPT SERVICE

1. General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

a. Verification Service

1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request, the operator will verify and provide the line status condition of a local subscriber line.
2. A subscriber originated request for verification of a local number other than an emergency agency number is a chargeable Verification Service request. No charge applies if the line is out of order.

b. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a Verification Service request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A subscriber originated request for Emergency Interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt request.
3. An Emergency Interrupt requires a Verification. Both charges are applicable for an Emergency Interrupt request.

2. Application of Rates and Charges

- a. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, licensed hospitals, etc.
- b. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.

(N)

(N)

GENERAL EXCHANGE TARIFF

SMART CITY TELECOMMUNICATIONS LLC
D/B/A SMART CITY TELECOMSECTION A3
Original Sheet 11ISSUED: July 1, 2002
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BASIC LOCAL EXCHANGE SERVICE

G. VERIFICATION AND EMERGENCY INTERRUPT SERVICE (cont'd)

(N)

2. Application of Rates and Charges (cont'd)

- c. If the number verified is not in use, or as a result of interrupt the line is cleared, and at the calling party's request, the operator completes the call, the charges for Operator Assisted Local Calls as specified in this Section A3 of the Tariff apply in addition to the applicable verification and emergency interrupt charges.

1. Verification Service Request

Nonrecurring
Charge

- a. Each request

\$2.50

2. Emergency Interrupt Service Request

- a. Each request
- ¹

\$2.50

(N)

¹ A charge for a verification request also applies.

(N)

Smart City Telecommunications (SAC 210330)

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

Smart City Telecommunications hereby certifies that throughout 2014 it was in compliance with the broadband public interest obligation in place during that time. Smart City took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream. Currently, Smart City is taking reasonable steps to provide upon reasonable request actual speeds of at least 10 Mbps downstream/1 Mbps upstream broadband service. In addition, the latency of the broadband service will be suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey, and that requests for such service are being met within a reasonable amount of time.

Smart City Telecommunications LLC (SAC 210330)

**Response to Line 3012 - List of Community Anchor Institutions to Which the ETC Newly
Began Providing Service**

The FCC's *USF/ICC Transformation Order* requires a listing of community anchor institutions to which the ETC newly began providing broadband service.¹ Smart City Telecommunications LLC did not newly begin providing community anchor institutions with access to broadband service in calendar year 2014.

Number	Name	Address
		No New Community Anchor Institutions for 2014

¹ The FCC has defined community anchor institutions in Section 54.5 of its Rules as "schools, libraries, health care providers, community colleges, other institutions of higher education, and other community support organizations and entities."

REDACTED – FOR PUBLIC INSPECTION

ATTACHMENT - LINE 3026
ATTACHMENT REDACTED IN ENTIRETY